

The background of the top half of the page features a close-up of several hands of different skin tones cupping a small globe. A large, semi-transparent yellow circle is overlaid on the right side of the image, partially covering the hands and the globe. The text is positioned within this yellow area.

**HARROW  
INTERNATIONAL  
SCHOOL SHANGHAI**

**FOODSERVICE**

**Aden**



20 years



3 continents  
25 countries  
70 cities in China



26,000 employees  
30 nationalities



1500 clients



Strong Entrepreneur  
Culture

# 1. INTRODUCTION

With its roots in Asia, ADEN is an International Integrated Facility Management (IFM) specialist, and is always at the forefront of the latest technology.

ADEN is a major innovator in the SMART Integrated Facility Management services industry. Founded in 1997, with its headquarters in China, ADEN FM has 20 years of expertise in the Integrated Facility Management Industry, with a growing team of 26,000 employees in 25 countries around the world. The company operates in more than 70 cities in China with a global presence in China, South-East Asia, Central Asia and Africa. Clients of all sizes from a wide range of industries, including many listed on the CAC40, FTSE100, Forbes Global 2000, and Fortune 500, count on ADEN for strategic outsourcing.

Aden

## 2. INTRODUCTION: FOOD SERVICES

Aden Education is committed to helping its partners shape the future of a transformative education market in China. Through our support, schools can focus on ensuring high-quality international education and enabling the students to achieve academic excellence.

We offer turnkey solutions customized for prestigious international schools aspiring to create the safest and most inspiring environment for students, faculty and parents.

Aden Education's scope of business covers each phase of setting up an international school in China from conception and development to realization and operation.

### Meet the team



**Michael Wang**  
Unite Manager



**Jacky Sun**  
Head Chef

Aden

**Fast Facts**



ADEN Group  
foodservice revenue :  
RMB 500 Millions



More than 130+  
catering sites



10,000 catering staff  
400 Executive & sous-chef



Catering



Oxygen



Kitchen Design



Events

**Food Concept**

O<sub>2</sub>XYGEN

面食  
looping

KOWEI 味

Piazza

马可·波罗  
marco polo

LASSE  
ROUTE

The Garden



### 3. QUALITY OF INGREDIENTS (SUPPLY CHAIN & SOURCING)

Wherever ADEN is present, our primary goal in terms of suppliers is to buy as much as we can locally: regardless the item, priority is always given to local suppliers as long as quality, standards and prices remain acceptable to the project.

The Chef Committee together with our Purchasing department will be in charge of the procurement of local foods, cleaning supplies and management of stock in a timely and efficient manner. We have a very strict standard from choosing supplier to final acceptance to make sure our children are having the best quality of foods.

#### PREQUALIFICATION PROCESS AUDIT OF SUPPLIER

Supplier submits to Aden all pertinent legal documents related to the product offered to ADEN

ADEN Quality & HSE Officers Audit all the facilities of a supplier

Operational Audit are also carried out by ADEN:

1. Working staff are healthy and fit for work (with Health Certificates);
2. HACCP food safety program is in place and being followed.
3. Equipment is complete, working and clean.
4. They have a clear cleaning plan.
5. There is sufficient refrigeration and dry stock storage facilities

Auditing Check: confirm supplier has the right auditing, recording, labeling and food traceability system in place

## 4. FOOD LABELING & TRACEABILITY POLICY

Food Safety is one of the cornerstones of ADEN Food Services. At Aden we do our best to provide excellent service to our clients, therefore, we have established a food labelling and traceability systems to help us guarantee only high quality and safe products are served on our catering sites.

### DELIVERY RECORD BOOK

All food items are logged on this book:

- Item Name
- Delivery Code
- Supplier's info
- Delivery date
- Name of the staff handling it

### PRODUCT LABELING PROCEDURES (STORAGE AREA)

All items have a label:

- Product name
- Batch Code
- Production supplier's info
- Delivery date
- Name of the staff handling it

### F.I.F.O SYSTEM

All Products follow the first in first out (FIFO) System.

First products are stacked in the front of the shelf  
Any other products should be put at the back of the shelf.

### DELIVERY PROCEDURE - PRODUCT HYGIENE PERMIT

**1**

**Delivery on Site**  
Supplier Delivers  
Products to site

**2**

**Checking Procedure**  
(Invoices, Receipts, Permits,...)

ADEN Staff receivers invoice/  
delivery receipt and check  
necessary hygiene permis of  
fresh food items

**3**

**Final Acceptance**  
(Product quality check)

If all papers are in-order and  
items check of good quality,  
the receiver accepts products  
from the supplier



# 5. ALLERGY MANAGEMENT

The population of people with allergies is growing all over the world. When it comes to food and children, there is a double threat because children are sometimes too young to be taught about their allergies and the food to avoid and because allergen can sometimes be “hidden” (a dish may seem harmless at first but it may contain allergens or traces of allergen)

To face this situation, Aden has implemented processes that, in essence, consist in training, keeping a close eye on persons with allergies, clearly labeling the food, and being ready for emergencies.

Allergies card example:

过敏学生记录表

Allergies Report

photo一寸照

班级Class:  
姓名Name:  
日期Date:

家长/监护人资料Parents/Guardian Information:

父亲姓名Father's Name:  
手机Mobile:  
母亲姓名Mother's Name:  
手机Mobile:  
家庭电话Home Number:  
邮箱Email:

紧急联系信息Emergency Information:  
姓名Name:  
电话Phone Number:

过敏记录Allergies:  
食物Food:  
药品Drugs:  
其他Other:

Aden

Here is how it works:



Labels example:





## 6. HEALTH & SAFETY

The ADEN health & safety policy statement is as follows:

- ADEN has the welfare of the company's employees, clients, visitors and the general public as a primary consideration in all of its activities.
- A responsible and positive attitude towards health and safety by all employees is required as a condition of employment.
- ADEN is committed to Occupational Health & Safety and ensures, at a minimum, compliance with all regulations required by the Workplace Health and Safety Act, and other relevant legislation.
- All ADEN employees are responsible for the Health & Safety of others with who they are in contact in the workplace and have a duty of care to ensure that safe work practices are adopted.

ADEN maintains ISO (International Organization of Standardization) and HACCP certifications for its management systems in China.



ISO 9001:2000 Quality Management System  
ISO 22000 Food Safety Management Systems  
OHSAS 18001 Occupational Healthy & Safety  
Management system  
ISO 14001 Environmental System



Daily Nutrition and Activity Balance

## 7. COOKING POLICIES

Aden is well known brand for it`s healthy food.

For our cooking we use non GMO oil and we do not add MSG, artificial colors, preservatives, flavors and peanut oil.

Our Chef prepares balanced menu, contains daily ratio of carbohydrates, proteins, fibers, vitamins and lipids.

The most commonly used cooking methods on schools are: steaming, boiling, baking, grilling for they are the healthiest. Stir frying and deep frying methods are used less frequently.

## 9. FOOD SERVICES GENERAL INFORMATION

All pupils are required to eat school lunches offered in canteen, except for those who have special exceptions, such as religious or medical reasons. Any reason for not being able to eat school lunches will require official documentation and permission from the head of schools.

Pupils of grade 1 to grade 13 will arriving for lunch in the cafeteria between 11:25 and 13:00.



The food is freshly cooked in the school's kitchen and it is organized as a set menu which includes:

- Protein dish
- Vegetable
- Starch
- Soup
- 1 Dessert
- 1 Drink
- Salad bar















The price for the whole set is 32RMB.

Every day, pupils can choose between five different kinds of set meal which are served at dedicated food stations within the cafeteria (see page 11 and 12 for food stations introduction).

# 10. ADDITIONAL FOOD AND BEVERAGES OFFERED AT CAFETERIA

Our morning snack is provided at the Main Cafeteria at 10:30 offering a large selection of rotating choices.



 Fresh fruit	 Yakult	 One dessert
 Fruit salad	 Sandwich	 Water
 Vegetable sticks	 Croissant	 Fruit juices
 Muesli	 Danish pastries	 Fruit drink
 Yoghurt	 Steamed buns	 Milk
	 Dumplings	 Soya milk

A variety of snacks and drinks is provided in vending machine for older students to access with phone credits.



## COFFEE SHOP



Our coffee shop selection is bigger than our morning snack in canteen; it includes soft drinks and coffee, which is why we limit the access for younger kids. Therefore all students in school uniform are not allowed to purchase food or drinks at the coffee shop before the school day is over unless they are accompanied by a parent.

Our Coffee Shop is open from 7:30 to 16:30 from Monday to Friday.

Teacher, parents and senior students (Year 9 to Year 13) can Purchase food and drinks any time.

Younger students can come to top up, but always have to be accompanied by adults for purchases.

The meal cards account can be accessed at the Parents portal online and Top up history or reports can be reviewed. Additionally the cards account do have on line top up and E-Invoice Function.

If in case the card balance is finished, we do have a small limit for negative balance to ensure students can still have lunch.

# 11. HARROW INTERNATIONAL SCHOOL SHANGHAI ONLINE TOP UP PORTAL

**Many helpful informations for parents are available at the online portal**

- Review card history
- Top up, consumption, balance
- Top up meal card
- From home with WeChat or Alipay
- Apply for E-Invoice
- Fill in you title
- Print out invoice immediately

## **Log in details?**

- You will receive from school the card number (Card number serves as username and also as password)
- Log in details will change if you change the card

## **I lost or misplaced my card**

- Inform catering to block the card (*Michael.Wang1@adenservices.com*)
- Apply for new card at school reception (old history will be linked)

## **At home online**

- Open Google Chrome and visit: <https://digipay.adenservices.com>

## **At school**

- Ground Floor Oxygen Coffee Shop  
(Cash, Bank card, Wechat, Alipay)

## **By Mini-Program on your mobile phone**

- WeChat



- Alipay



## **Detailed information in the user guide below as QR code**



# Aden

## CONTACT INFORMATION

More information about catering and the menus can be found on the school web page

[https:// https://www.harrowshanghai.cn/admissions/admissions-process/](https://www.harrowshanghai.cn/admissions/admissions-process/)

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More about Aden: visit our website:  
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